

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 35

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Name of the NPS Unit:	Grand Canyon			VTS Group:	Surface
Name of VTS:	Free Park Shuttle			NPS Region:	Western
Respondent's Name:	Jim Tuck			Annual Visitors:	4,537,703
Respondent's Title:	Transportation				
Respondent's Phone:	(520) 774-1697	Fax:	(520) 774-1757	E-mail:	jim_tuck@nps.gov

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1974	1.6a Contract Term (years):	5
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	10/1/94
1.3 Who currently operates VTS service?	Contractor	1.6c Contract End Date:	9/30/99
1.5a Concessioner Name:	Laidlaw Transit Services		
1.5b Concessioner Address:	7710 N. 68th Ave, Glendale, AZ.85303		
1.5c Concessioner Telephone:	(602) 842-9606		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Bus / Village Loop	8.5	86	0	75	25	50
Bus / West Rim Drive	16	63	0	80	50	75
Bus / Yaki Point-South Kaibab	12.5	52	0	60	25	75

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	Medium
Resource Protection Rating:	High	Sustainability Rating:	Medium

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?	<input type="text" value="No"/>	Current Year Start Date:	5/24/96	Next Year Start Date:	4/11/97
		Current Year End Date:	10/12/96	Next Year End Date:	10/12/97
4.2 Peak Demand Start Date:	6/1/96	Low Demand Start Date:	9/1/96		
Peak Demand End Date:	8/31/96	Low Demand End Date:	10/12/96		

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule?	<input type="text" value="Yes"/>	If No, Describe How Trips are Determined:	<input type="text"/>
5.2 Is Schedule Adjusted Weekly?	<input type="text" value="No"/>	5.4 Is Schedule Provided to Operators?	<input type="text" value="Yes"/>
5.3 Is Schedule Adjusted Daily?	<input type="text" value="No"/>	5.5 Is Schedule Available to Visitors?	<input type="text" value="No"/>

Section 6: What is the VTS Rolling Stock?

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6.1 Who provides the vehicle/vessel equipment?

NPS

6.2 Total Fleet Size:

22

6.3 Number of vehicles or vessels operated in service at a single time?

15

6.4 Do any vehicles employ alternative fuels?

Yes

Alternative Fuel Type:

Electric/LNG/CNG

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Chance	AMTV		1984	25200		NPS	1
2	Chance	AMTV		1984	25200		NPS	1
3	Chance	AMTV		1984	25200		NPS	3
4	Chance	AMTV		1984	25200		NPS	3
5	Chance	AMTV		1984	25200		NPS	3
6	Chance	AMTV		1984	25200		NPS	3
7	Chance	AMTV		1984	25200		NPS	3
8	Carpenter	RE 362		1989	24000		NPS	3
9	Carpenter	RE 362		1989	24000		NPS	3
10	Carpenter	RE 362		1989	24000		NPS	3
11	Carpenter	RE 362		1989	24000		NPS	3
12	Carpenter	RE 362		1989	24000		NPS	3
13	Carpenter	RE 362		1989	24000		NPS	3
14	Carpenter	RE 362		1989	24000		NPS	3
15	Mini Bus	MBST 4068		1973	10000		NPS	2
16	Mini Bus	MBST 4068		1973	10000		NPS	2
17	Mini Bus	MBST 4068		1973	10000		NPS	2
18	Mini Bus	MBST 4068		1974	10000		NPS	4
19	Mini Bus	MBST 4068		1974	10000		NPS	4
20	Mini Bus	MBST 4068		1974	10000		NPS	4
21	Mini Bus	MBST 4068		1977	10000		NPS	4
22	Mini Bus	MBST 4068		1977	10000		NPS	4
23	Mini Bus	MBST 4068		1977	10000		NPS	4
24	Mini Bus	MBST 4068		1977	10000		NPS	4
25	APS Systems			1997		Electric	NPS	2
26	APS Systems			1997		Electric	NPS	2
27	APS Systems			1997		Electric	NPS	2
28	New Flyer	C40LF		1999		CNG	NPS	1
29	New Flyer	C40LF		1998		CNG	NPS	1
30	New Flyer	C40LF		1999		CNG	NPS	1
31	New Flyer	C40LF		1999		CNG	NPS	1
32	New Flyer	C40LF		1998		CNG	NPS	1

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities?

Yes

7.2 Who owns the VTS facilities?

Wholly Owned by NPS

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Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Bus Shelters		NPS	NPS	1
Deisel Fuel Facility		NPS	NPS	4
Electric Bus / Charging Stations	1997	NPS	NPS	1
LNG/LNG Fuel Station	1998	NPS	NPS	1
Office Trailer		Contractor	Contractor	3
Shuttle Bus Compound		NPS	NPS	3
Shuttle Bus Garage		NPS	NPS	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly? ☐ Yes ☐ If so, how often are the counts made?

Each Trip

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	18385	12630	2031092
FY 1995			
FY 1994			2139350
FY 1993			2217257
FY 1992			2493458

Section 10: How Much Is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service?

☐ No

10.2 Does Fare vary according to Season, day of week or time of year?

☐ No

10.3 Does Fare Vary between adults and children?

☐ No

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Bus / Village Loop								
Bus / West Rim Drive								
Bus / Yaki Point-South Kaibab								

Section 11: What are the Revenue and Operating Costs for the VTS Service?

11.2 Does NPS financially support the VTS in any way?

☐ Yes

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

☐ No

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

☐ No

Please provide Operating Revenue, Cost, Funding Sources:

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Revenue/Cost	FY 1996	FY 1995	FY 1994	FY 1993	FY1992
Fare Revenue	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Operating Cost	\$655,892.00	\$541,255.00	\$587,841.00	\$629,583.00	\$789,152.00
Concessioner Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NPS Support for VTS	\$655,892.00	\$541,255.00	\$587,841.00	\$629,583.00	\$789,152.00
Payments to NPS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Revenue Sources	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:	\$500,000.00	Collision Premium:	\$5,000.00
Comprehensive Coverage:	\$5,000,000.00	Comprehensive Premium:	\$5,000.00
Property Coverage:	\$5,000,000.00	Property Premium:	\$5,000.00
Public Liability Coverage:	\$5,000,000.00	Public Liability Premium:	\$5,000.00
Medical Coverage:	\$5,000,000.00	Medical Premium:	\$5,000.00
Other Insurance:		Other Premium:	
		Total Premium:	\$25,000.00

12.2 Who pays Insurance?	Contractor	12.5 Who conducts substance abuse screening?	Outside Clinic
12.3 Who pays Operator Ins.?	No	12.6 Who conducts safety training program?	Laidlaw
12.4 Who pays special license?	Operator	12.7 Who maintains substance abuse program?	Laidlaw
12.4 Who screens operator history?	Outside Firm	Who regulates VTS vessels and crews?	
		12.8 Number of injury claims in past 5 yrs?	3

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	Yes
13.2 Are there written Hazmat Program procedures?	Yes
13.3 Is there a written Maintenance Training Program?	No
13.4 Is there a written Safety Program for VTS maintainers?	Yes
13.5 Is AC Brake Certification required?	Yes
13.6 Are federal (e.g., OSHA) Records Maintained?	Yes
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	2
13.8 What is the number of preventable maintenance road calls made during FY 1996?	10

Section 14: What Future Plans are there for VTS Service

Planned Mods: The GMP, approved in 1995, specifies major expansion, including light rail.

Plan Reports: No